

Inspection report for children's home

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| <b>Unique reference number</b> | SC039213                |
| <b>Inspection date</b>         | 16 November 2009        |
| <b>Inspector</b>               | Muhammed Harunur Rashid |
| <b>Type of Inspection</b>      | Random                  |

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|--------------------------------|-------------|
| <b>Date of last inspection</b> | 3 June 2009 |
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## About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## The inspection judgements and what they mean

|               |   |
|---------------|---|
| Outstanding:  | this aspect of the provision is of exceptionally high quality |
| Good:         | this aspect of the provision is strong                        |
| Satisfactory: | this aspect of the provision is sound                         |
| Inadequate:   | this aspect of the provision is not good enough               |

## **Service information**

### **Brief description of the service**

The registered children's home provides services to six young people of either sex aged between 12 years and 17-years-old who have emotional or behavioural difficulties. The home comprises three storeys and is situated in an urban residential area within easy access to a local shopping centre and public transport.

Six young people currently live in the home and one young person participated in the inspection process.

### **Summary**

This was an unannounced interim inspection which looked at the outcome areas of staying safe and organisation. It also looked at the progress the service has made with the previous action and recommendations made at the last inspection dated 3 June 2009. Young people live in a safe environment and their confidentiality is promoted. The Registered Manager reviews staffing levels in accordance with the needs of young people. Staff receive regular supervision and annual appraisals from their line manager. Being healthy, enjoying and achieving, positive contribution and economic wellbeing were not assessed in this inspection.

The overall quality rating is good.

This is an overview of what the inspector found during the inspection.

### **Improvements since the last inspection**

The action and recommendations made at the last inspection related to ensuring that sanction and restraint log books' pages are numbered, updating the risk assessment of the premises and purchasing a personal computer for the use of young people. The home has acted upon the above action and recommendations.

### **Helping children to be healthy**

The provision is not judged.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Young people's privacy and confidentiality is promoted. Young people are provided with single bedroom accommodation and they have opportunities to hold their own bedroom keys. A sufficient number of bathrooms and toilets are available. Information regarding young people and staff are kept in a locked cabinet.

An appropriate complaints policy and procedure is in place. Staff maintain a complaints log book. Complaints received from the neighbours and young people are appropriately recorded and managed according to the home's procedures.

Young people are safeguarded through staff's knowledge and understanding of safeguarding and anti-bullying issues and through robust procedures in place which are followed by staff.

The home has a policy and procedure in place for dealing with unauthorised absence from care. Staff take appropriate action when a young person is suspected of being missing from care. Staff also record the date and time in the missing from care log book.

Staff are provided with guidance and training to improve young people's socially acceptable behaviour. Young people's socially acceptable behaviour is appropriately rewarded. There are agreed measures by which to deal with unacceptable behaviour, such as the use of appropriate forms of sanctions. The Registered Manager informed the inspector that staff act as an appropriate adult for representing young people as and when required during police interview. However, staff have not received any training in this area.

Staff take appropriate steps to keep young people, visitors and themselves safe from risk of fire and other hazards. A risk assessment of the premises is updated. Staff conduct regular fire alarm testing and fire drills.

### **Helping children achieve well and enjoy what they do**

The provision is not judged.

### **Helping children make a positive contribution**

The provision is not judged.

### **Achieving economic wellbeing**

The provision is not judged.

## **Organisation**

The organisation is good.

The Registered Manager is a qualified social worker and has been running this home for several years. Currently she is managing another sister home of the service. She works two and a half days in this home and is available for young people and staff for support and advice. The Registered Manager is supported by a deputy manager, a senior residential support worker and five residential support workers. There is an on-call system in place for staff support and advice. The home has not recruited any new staff recently. However, the Registered Manager informed the inspector that she is in the process of recruiting one residential support worker. The staff team is supported by ancillary staff. Staffing levels are kept under review to ensure that the appropriate levels are maintained. Young people are looked after by staff members who are qualified and committed to their work. Staff have purchased a personal computer for young people to use for educational and recreational purposes.

All staff receive regular supervision and annual appraisals from their line manager. Weekly staff meetings are held and staff have opportunities to contribute to the meetings. Staff attend various training courses to promote their professional development. More than 80% of care staff have completed their National Vocational Qualification at level 3 in Looking After Children and Young People.

## What must be done to secure future improvement?

### Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

| Standard | Action | Due date |
|----------|--------|----------|
|----------|--------|----------|

### Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure that staff attend an 'appropriate adult' training course in order to develop knowledge and skills in this area. (NMS22)